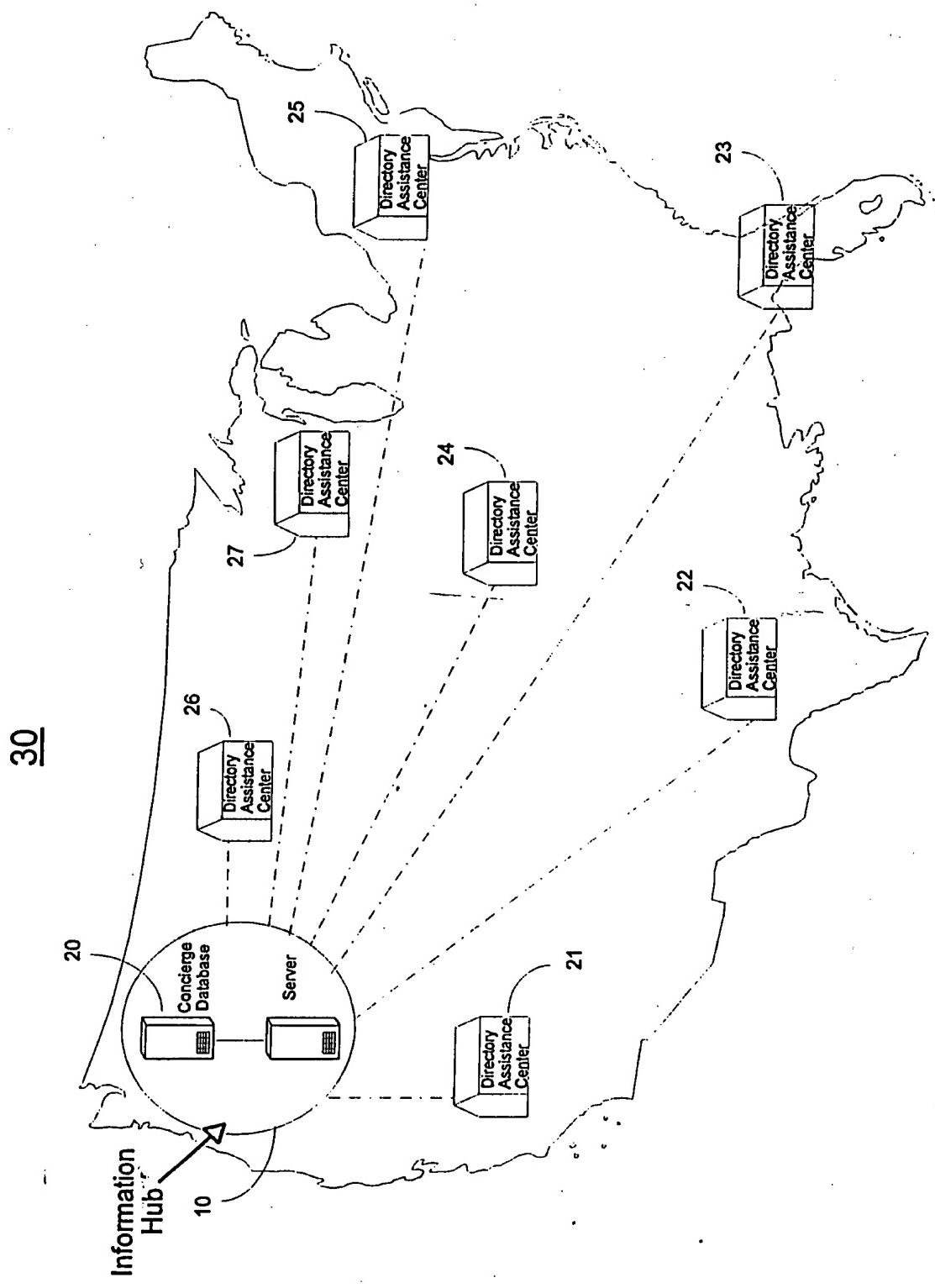


FIG. 1



00020000000000000000000000000000

Name for Reservation:	Sharkey, James	Caller, MIN:	619 804 1586	Carrier ID:	PB
First Choice Restaurant Name:	Phone:	Address:	City:	State:	
Beach House Restaurant The	760 753 13	2530 S Coast Highway 101	Cardiff By The Sea	CA	
Second Choice Restaurant Name:	Phone:	Address:	City:	State:	
Vigliuccis	760 634 23	1933 San Elijo Av	Cardiff By The Sea	CA	
Date of Reservation:	Thursday March 4 1999	Number in party:	2		
Preferred Time:	8pm	If unavailable then from:	7:30pm	to	9:30pm
Contact Name:	Sharkey, James	Method:	Phone:	Number:	619 653 9642
Contact Name:	Walker, Jenny	Method:	Phone:	Number:	619 896 3276

FIG. 2

0002000000000000

TeleConcierge Search Form For San Diego

ID	Next Action Date/Time	Reservation Date/Time	Name	Restaurant	Status
41	03/06/1999 03:00 AM	03/06/1999 12:00 PM	fran	Beach House Restaurant	The - Requires Fulfillment

If the list above does not contain the reservation request that you are looking for, you can enter additional search parameters and hit the 'Search' button to search all the reservation requests again.

Restaurant:

Reservation name:

FIG. 3

0002020 - 50000000

Timestamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
	Viewed	Success	
	Viewed	Success	
	Called Restaurant 1	Success	
	Called Restaurant 2	Success	
	Customer Contact 1	Success	
	Customer Contact 2	Success	

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Current Ticket Status: New
Next Action Date: AUTO
Next Action Time: AUTO
Record Event: Go back to the Search Screen

Address: Street: City:

FIG. 4

Last Action	Status	Notes
03/06/1999 02:21 PM Created	NA	
03/06/1999 03:17 PM Called Restaurant 1	Busy	
<input type="button" value="Viewed"/>	<input type="button" value="Successful"/>	<input type="button" value="X"/>
The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.		
<input type="checkbox"/> Current Ticket Status <input type="checkbox"/> Requires Fulfillment <input type="checkbox"/> Next Action Date: AUTO <input type="checkbox"/> Next Action Time: AUTO <input type="checkbox"/> Record Event		
<input type="button" value="Go Back to the Search Screen"/>		

FIG. 5

Timestamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
03/06/1999 04:20 PM	Called Restaurant	Successful	Reservation was available for 8:30pm, 1/2 hour later than requested. They will reserve a private booth. Talked to Jim.
	Viewed	Successful	

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the action should be carried out for this request.

Current Ticket Status:

Requires Customer Notification:

Next Action Date:

Next Action Time:

AUTO

FIG. 6

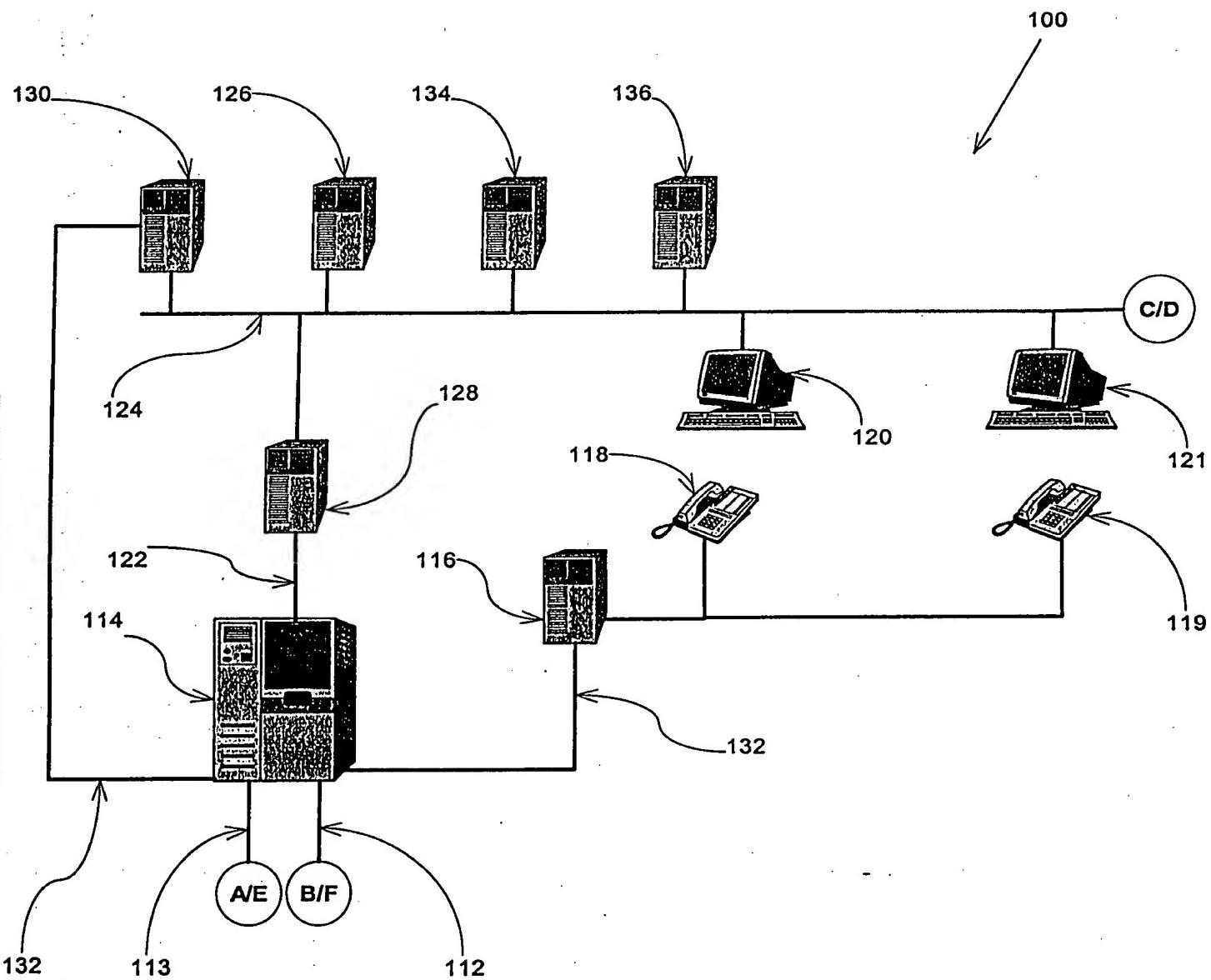


FIG. 7

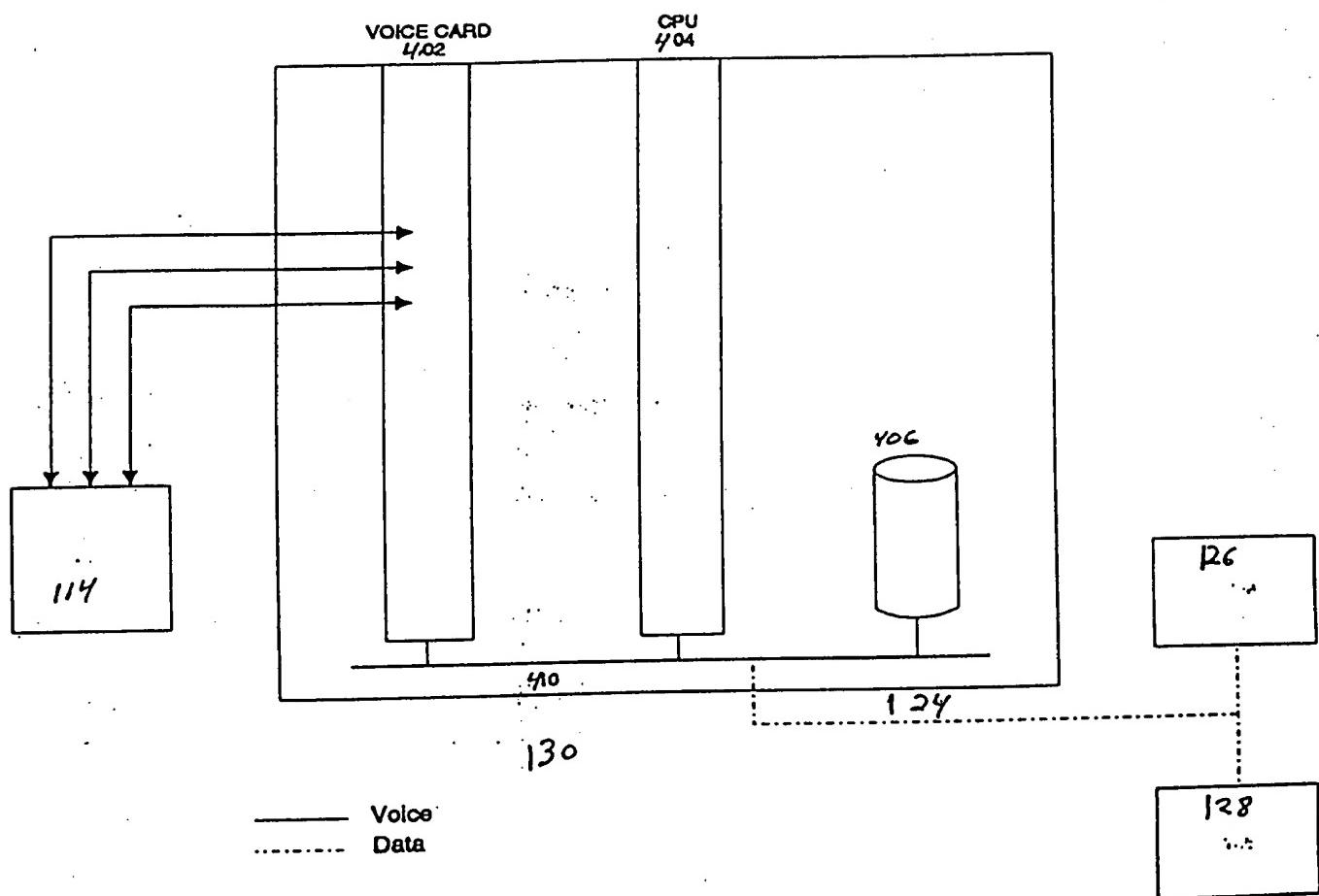


FIG. 8

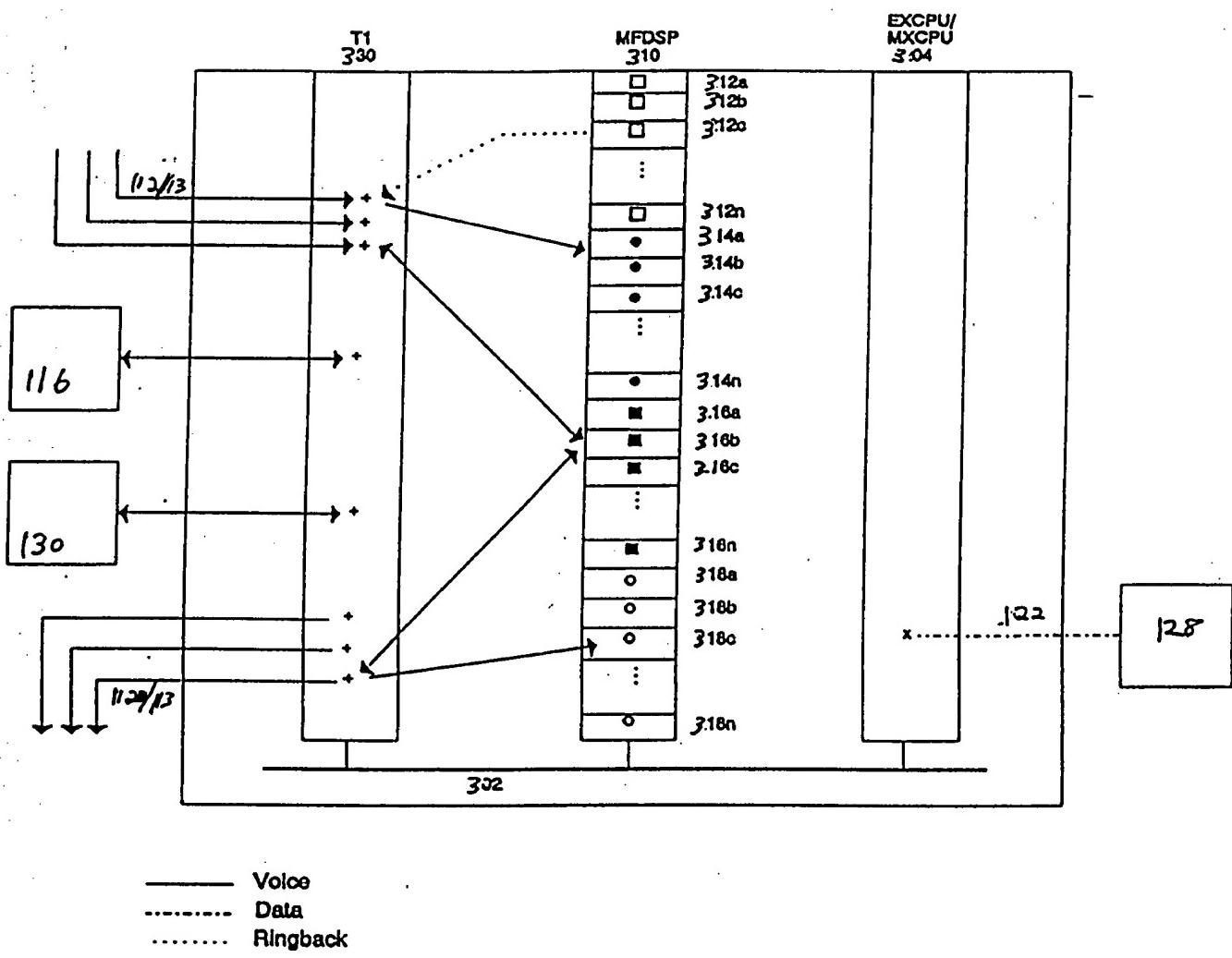


FIG. 9

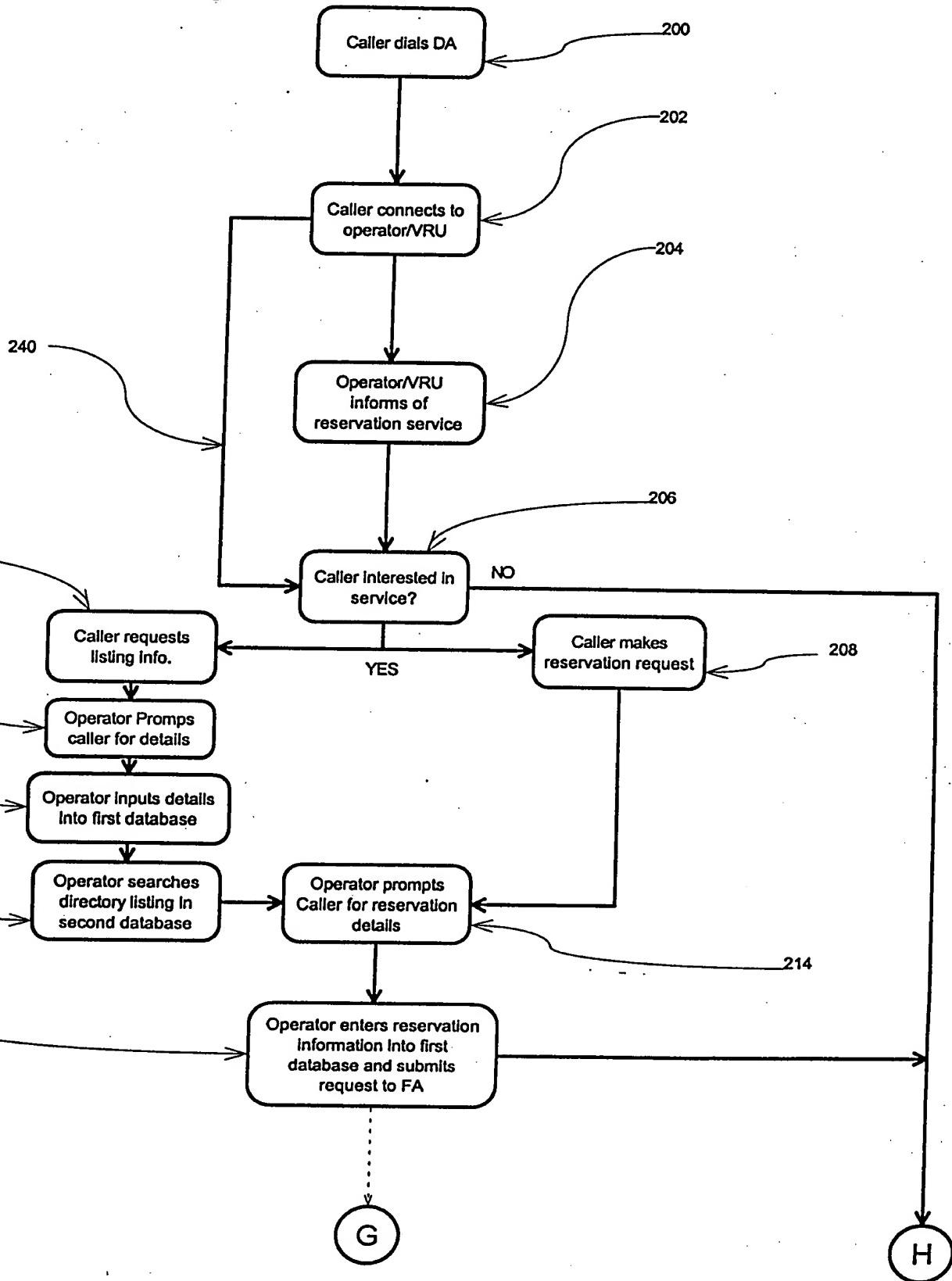


FIG. 10

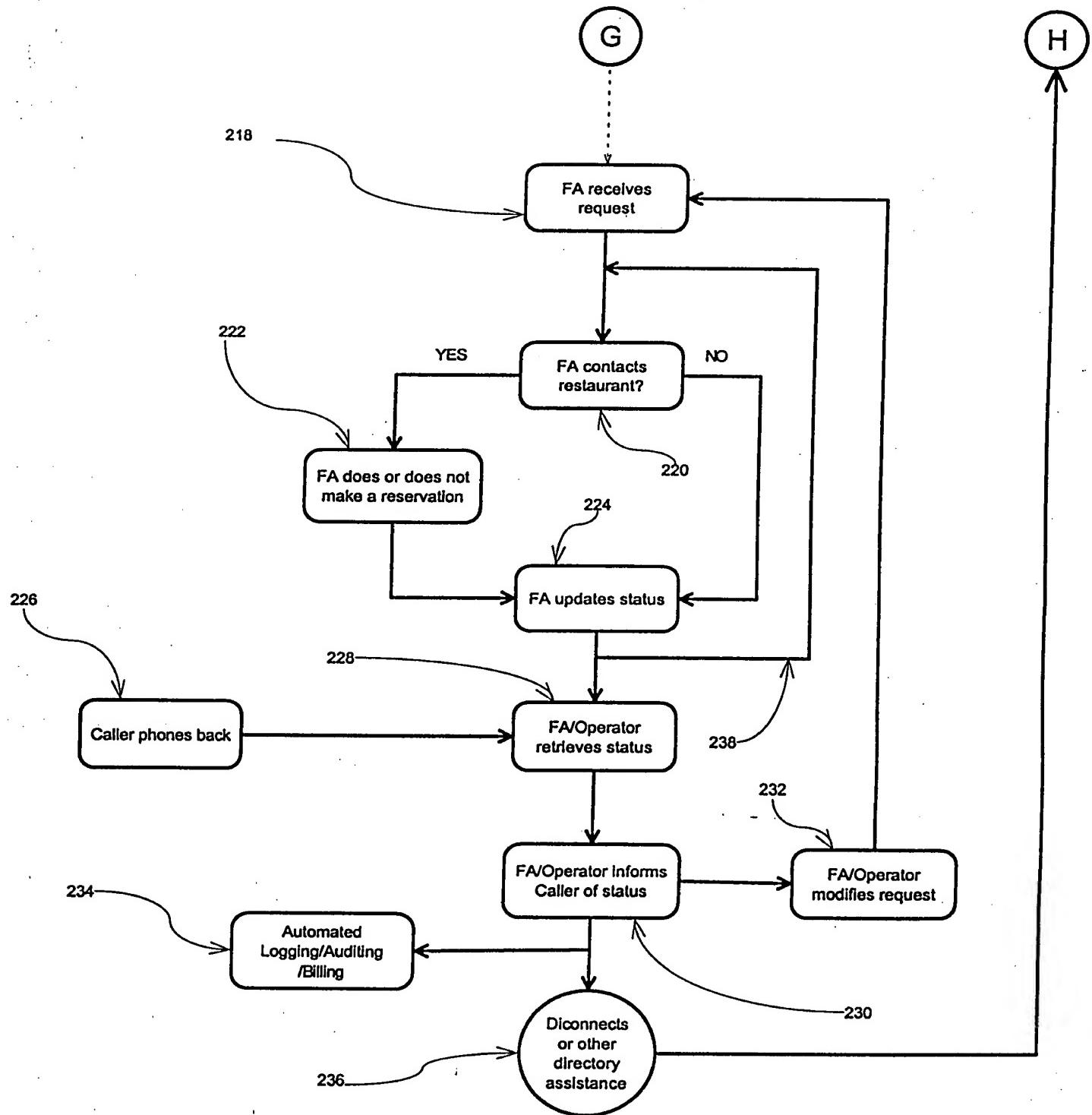


FIG. 11